

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 3674 for the Mississippi Department of Revenue (DOR)

From: Craig P. Orgeron, Ph.D.

Date: January 23, 2012

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Tangela Harrion

Contact Phone Number: 601-432-8112

Contact E-mail Address: Tangela.Harrion@its.ms.gov

RFP Number 3674 is hereby amended as follows:

- Section VII Technical Specifications, Items 3.4 – 3.7, were not to be numbered.**
- Section VII Technical Specifications, Items 7.1.7.1 through 7.1.7.13 were numbered incorrectly and are being renumbered to read:**

	Name	Forms	Fields (pick-up points)
7.1.8.1	Bumppay	12	40
7.1.8.2	Cnl	23	117
7.1.8.3	Estimate	7	84
7.1.8.4	Homestead	4	74
7.1.8.5	Incomel	54	2,415
7.1.8.6	Incomes	12	77
7.1.8.7	MarsLong	19	655

7.1.8.8	MarsShort	6	57
7.1.8.9	Misc	21	114
7.1.8.10	Sales1	12	497
7.1.8.11	SalesS	15	190
7.1.8.12	Withhold	11	129
7.1.8.13	Zero	4	17
Total		200	4,466

Vendors must include in their proposals a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Page 34, item 2.3 – With regard to QR barcodes, what data is encoded on these? Or are QR barcodes used to ID the forms?

Response: No, QR barcodes are not used to ID the forms instead there is an internal identifier on outgoing correspondence (i.e., letter ID).

Question 2: Page 37; item 5.2 - Can the vendor propose a phase approach of implementing in order to meet the May 31, 2012 date for implementation and production? If not, then will the vendor be eliminated from consideration if the vendor is unable to meet this deadline?

Response: Per Section VII, Item 14.2, Vendors can propose an alternate project work plan; however, Vendors are still required to meet Item 14.1.5.

Question 3: Page 44; item 7.1.8 – Is there a website that the State can provide where copies of the forms can be viewed and downloaded? Can the State please state the name of each tax grouping within the Form Specification Table (for example – what tax type is “Bumppay”)?

Response: a) Yes, the forms can be found at www.dor.ms.gov . Tax forms are available under the “FORMS” selection in the left navigation pane. NOTE: Most forms should be represented here.

b) Bumppay includes Sales, Use and Withholding

Cnl includes Collection Letters and Titanium

Estimate is Individual Income

Homestead is Homestead

Incomel is Individual Income

Incomes is Individual Income

MarsLong includes Corporate, Insurance Premium, MARS generated forms

MarsShort includes Corporate, Finance Company Privilege, Tobacco, and MARS generated forms

Misc includes E911, City Utility, and Miscellaneous non-barcoded letters

Salesl includes Sales and Use

Withhold is Withholding

Zero includes Withholding, Sales, and Use

Question 4: Page 44; item 7.1.8 – Will the vendor be expected to process current year as well as all prior year forms listed in the Form Specification Table by the mandated deadline of May 31, 2012?

Response: Yes.

Question 5: Page 44; item 7.1.8 – The requirement states that the Vendor is expected to accommodate the increase of forms and fields in the near future. Is this increase expected prior to the implementation date of May 31, 2012, or after implementation?

Response: After implementation.

Question 6: Page 44; item 7.1.8 – Is the number of fields shown in the Form Specification Table, the total number from each form or the total of all forms (example for “Bumppay” are there 40 fields from each of the 12 forms; or a total of 40 fields spread across all 12 forms?)

Response: The number is the total of all forms.

Question 7: Referencing section 7.1.8, MS DOR states that you have 200 forms and 4,466 fields to be captured. Is each one of the 200 forms a completely separate form, or pages within a single form?

Response: Each of the 200 forms is identified by a unique barcode and data layout.

Question 8: For the required forms listed in section 7.1.8, what is the annual page (page = image) volume to be processed with this system upon implementation?

Response: Approximately 15 million pages for calendar year 2011. Refer to the response to Question #24 for a breakdown.

Question 9: Please describe the nature and scope of your remote data capture requirements as mentioned in 7.4.7.11 Vendor must describe solution's ability for remote data capture.

Response: We would like to know if the Vendor's proposed solution allows for data entry to occur at one or many remote locations, keying from either the full image or snippets of the image.

Question 10: Page 50; item 8.1 – Can the State provide information regarding the servers (sizing, models, storage, etc.) and software infrastructure that is currently installed that will be used by the vendor for the implementation?

Response: No physical servers currently exist for this environment. Servers will be implemented in the DOR VMware virtual environment, as needed per specs provided by the Vendor as per Section VII, Items 7.2.18 and 7.2.19. The proposal must include specifications for the needed server environment for the proposed solution(s).

Question 11: Page 52; item 10.6.1 – Can the State expand upon what it defines as Image Accuracy Rates? Is this image quality, OCR/ICR read rates, etc?

Response: Item 10.6.1 refers to the actual viewing of the image.

Question 12: Page 56; item 14.4 – Is this requirement meant that all developers, Project Managers, and Vendor staff working on the project are to be onsite throughout the duration of the project? Or can the vendor provide an Implementation Plan that indicates the time expected to be onsite versus offsite activities to complete the project within its proposed Project Plan?

Response: No, not all personnel are required to be onsite throughout the duration of the project. Vendors can provide in their Implementation Plan when personnel will be onsite versus offsite.

Question 13: Page 58; item 16.3.2 – Is "Lifecycle Cost" defined as the total amount of the project, including ongoing maintenance for Year 1-5, any additional items associated with proposed application, and cost of Performance Bond?

Response: Lifecycle cost must include cost of everything.

Question 14: Page 91; Exhibit B – With the short timeframe for implementation is it possible for the Vendor to take advantage of any of the installed modules already installed at the Agency and incorporate them into its solution?

Response: Yes, as long as all requirements are met and DOR's current operations are not adversely affected.

Question 15: Are the NCR transports used only to MICR encode the checks?

Response: No encoding at all.

Question 16: Which Bank does the MS DOR plan on using for electronic deposit?

Response: Trustmark.

Question 17: What is your annual check volume?

Response: Approximately 800,000.

Question 18: Do all of the IBML Image Track transports have a true magnetic MICR reader (hardware reader) or does it read the E13B with an OCR/ICR reader?

Response: All have hardware MICR readers.

Question 19: What is the name and version number of the MITEK CAR/LAR engines currently in use?

Response: Quickstrokes by MITEK. No version number available but the copyright date is 2002.

Question 20: Does the current MITEK CAR/LAR engine support reading of amounts from business checks, including legal amount recognition?

Response: Yes.

Question 21: Will there be an offsite Disaster Recovery Site?

Response: MS DOR does NOT have a true offsite Disaster Recovery Site. While recovery of the scanning and data capture environment is high on the priorities of recovery in case of disaster, we have not invested the capital in configuring an offsite recovery site, in the normal sense that one would consider. In other words, we do not have a "hot-site" nor even a "cold-site" for recovery in the event of disaster. In the event of disaster, we will have to procure and reconfigure the scanning and data capture environment once a suitable location is chosen. We will, however, incorporate the new software environment into our existing disaster recovery plan, with the expectation that we will be able to reinstall and reconfigure a suitable environment based on documentation and backups of the chosen software environment.

Question 22: Please describe (a) the contents of transactions as received by the mail room; and (b) any separation of these contents for scanning by separate transports or runs. The question arises from seeing both tax forms and separate payment voucher forms (to accompany payment checks) on the MS DOR web site.

Response: a) **Contents may include a return, a check, a voucher, correspondence or any combination of such.**
 b) **Normally, the contents are not separated.**

Questions 23: If checks are received with full page returns does the MS DOR currently separate the check and voucher from the return?

Response: **No.**

Question 24: What is the required annual volume of returns to be processed with this system upon implementation?

Response: **DOR is not able to provide an exact number. The volume is an estimation based on the number of returns received in 2011.**
 Corporate Income – approximately 30,000
 Individual Income – approximately 1,500,000
 Insurance Premium – approximately 6,000
 Miscellaneous which includes beer, tobacco and gaming – approximately 100
 Sales & Use – approximately 400,000
 Withholding – approximately 95,000

Question 25: Does the MS DOR require OCR/ICR for handwritten returns?

Response: **Yes.**

RFP responses are due January 31, 2012, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Tangela Harrion at 601-432-8112 or via email at Tangela.Harrion@its.ms.gov.

cc: ITS Project File Number 39398